



Commonly Used Hospitality Terms

There are many terms in the hospitality industry that can be confusing or conflicting. Here is a list of terms that should help define and clarify the most commonly used terms:

Additional Name – When extra names, such as spouses and children are attached to a reservation. An Additional Name should not be confused with a “Share”.

Ambassador – Madden's on Gull defines an ambassador as a guest that has stayed at the resort for 10 room nights over 5 consecutive years.

Amenity – something of a premium nature provided in addition to a guest room and its basics. Some amenities come free of charge, while some have a cost.

Blocked – Hotel rooms held without deposit.

Channel – marketing/sales outlet including the internet, reservations/call centers, etc.

Channel Management – Controlling the allocation of hotel inventory and rates across all distribution channels including reservations, websites, third parties, and the GDS (global Distribution System).

Deposit – An amount of money paid to the resort, by the guest, to guarantee their future reservation. Amount can be the full amount of the stay, or no, depending on the reservation.

DMP (Day Meeting Package) – at Madden's, a DMP guest, or “commuter”, can purchase meals with a conference when they are not staying on resort grounds. Meals are typically at the same prices, though some groups have negotiated pricing, per meal.

Folio – a collection of charges and payments incurred or made by a guest or corporate account, or in-house account, etc.

Guest – a person that is currently registered at a property and/or has stayed at a property in the past.

Inventory – rooms available that the hotel has to distribute/sell across all channels.

Invoice – a request for payment made by the hotel to a company with which it does business.

Late/Early Check-out – Late check-outs are done after the standard check-out time of 11:00am. Early check-outs are done either before the scheduled departure date or early in the morning before the first shift begins.

Occupancy – The percentage of hotel rooms occupied during a specific time period, omitting rooms not available for one reason or another.

Occupancy (Single/Double) – The rate charged when one or two people will occupy a room. For example, a hotel might charge an individual \$100 per night for a room (single occupancy) but charge two people only \$130 for double occupancy of the same room.

Package – a vacation that includes various components such as hotel room, recreation, golf, and food all bundled together in one lump price.

PMS (Property Management System) – application used by the resort to control/expedite onsite property activities such as check in/out, folios, guest profiles, room status, requests, etc.

POS (Point of Sale) – application used by the resort to control/expedite onsite sales functions such as cash registers and inventory control in restaurants, shops, etc.



Incidental Charge – a charge billed to a guest room other than the nightly package charges, i.e. marina, restaurant, bar, etc.

Origin Code – at Madden's and in V1:

Rebook – a guest that has rebooked at check out

Repeat – a guest that has stayed here within the past 3 years

New – a guest that is brand new or has stayed here 3 or more years ago

Rate – the amount a guest pays for their room.

Rack Rate – the price a hotel charges for a room before any discount has been taken into account.

Run of House – the guests doesn't know what kind of hotel room they will get until they get to the hotel and check in. It depends on what is available.

Yielded Rate – rate that has been lowered/raised because of property occupancy.

ADR (Average Daily Rate) – figure derived by dividing actual daily revenue by the total number of rooms sold.

BAR (Best Available Rate) – the lowest non-restricted rate bookable by all guests.

Revenue Per Available Room (RevPAR) – Calculated by taking the daily room revenue of a hotel and dividing it by the total rooms available at that hotel.

Room Block – a group of rooms. Room Blocks may be created to organize rooms in various configurations to aid in planning and sales or other management tasks including rooms with a single fixed price, a single Guest, a Channel.

Room Status – a room that is either 'Clean', 'Dirty', 'Vacant', 'Pick-up' or 'Inspected'.

Clean (Room Status) – status of room that has been cleaned and inspected.

Dirty (Room Status) – status of room that has not been cleaned or inspected.

Vacant (Room Status) – status of room when a guest has been checked-out through the PMS

Pick-up (Room Status) – status of room that is clean, but not inspected. Ex: Pick-up is when a guest has gone to look at a room but did not choose to stay in it and may have disrupted the room.

Inspected (Room Status) – status of room that has been determined fit for occupancy.

Room Type – a set or collection of rooms common to each other with matching room rate and similar accommodations. For example, a Room Type might be a suite or a single room with a double bed, queen bed, loft or other distinctive feature. A Room may belong to multiple Room Types.

Service Charge – At Madden's, a 15% service charge (which is subject to tax) has been added to lodging/meal & group packages. The service charge is not a gratuity. The service charge is distributed in the form of increased wage, bonus and incentives to members of our staff.

Share – In VisualOne (V1), when more than one reservation in the same room exists, it is called a "share". Each reservation will have the room rate split evenly between them, while individual "Incidental Charges" will stay on the reservation they were charged to. A Share should not be confused with an "Additional Name".

Work Order – a request maintenance work to be performed.